

# Near Neighbor Surveys: Magnolia/Renton

December 2003



**King County**

Department of Natural Resources and Parks  
**Wastewater Treatment Division**

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Co.

Alternative formats available  
206-684-1280 or TTY Relay: 711

## Near Neighbor Surveys

### Methodology

- Interviews conducted Dec. 11-15, 2003
- Magnolia Residents: n=100; M.O.E =  $\pm 10$  points
- Magnolia Business: n=35; M.O.E =  $\pm 17$  points
- Renton Business: n=35; M.O.E =  $\pm 17$  points
- **Note:** Renton residents were not surveyed because of a lack of residential population surrounding the facility. A separate mail-in survey is being prepared.
- **Note:** Some numbers reflect “n” size (the actual number of respondents/businesses), and others reflect percentages. Where appropriate, notes were added to show whether a percentage or “n” was used.

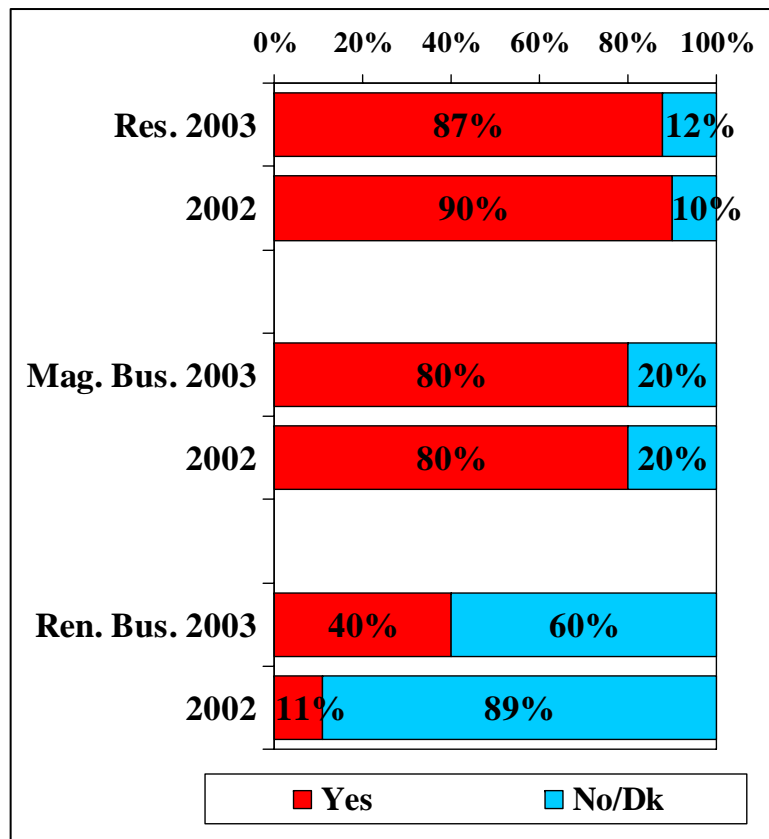
# Wastewater Treatment Plant

## Summary of Findings

- In all three surveys, *a strong majority of respondents* say the King County wastewater treatment facility has been a good neighbor.
- Even after being informed of the treatment plant, *very few residents and businesses* say they experience any impacts from the facility.
- Respondents have an *overall favorable opinion* of King County's wastewater treatment facility in their area, with much of the sentiment falling in the *strongly favorable* category.
- The highest priority for all three populations are *to respond to citizens' complaints, questions, or concerns within 24 hours* and *to explore new methods of odor control*.
- King County's wastewater treatment facilities received *above average performance ratings* in each of the areas tested in the survey.

# Wastewater Treatment Plant Awareness and Opinions

*Are you aware of a wastewater treatment facility near your business/in you area? (Q4)*

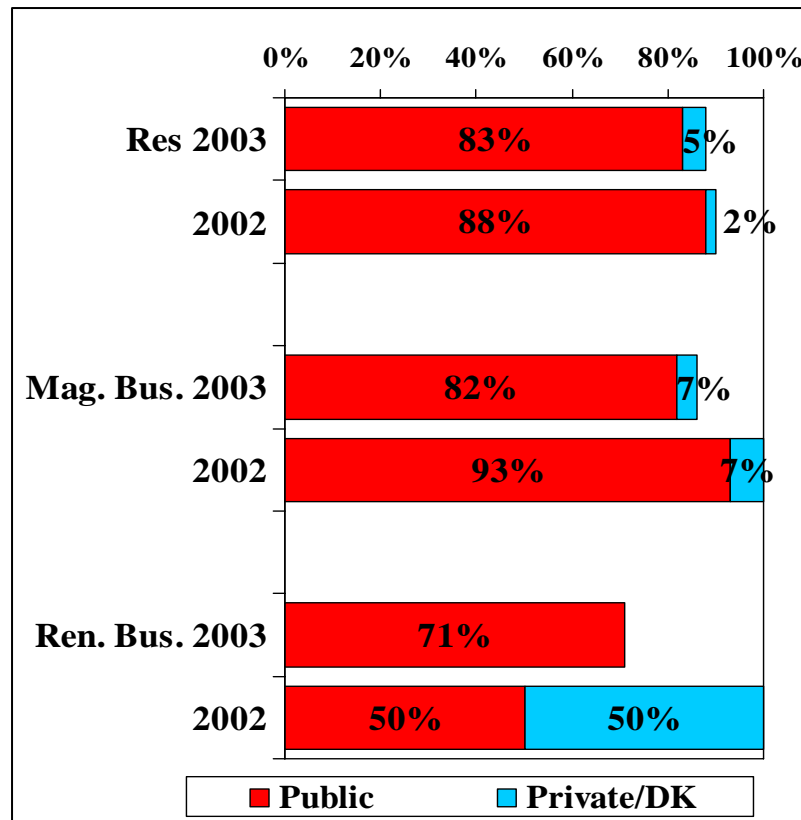


➤ Awareness of the treatment plant in both of the Magnolia surveys continues to exceed awareness in the Renton business survey.

- Nine out of 10 (87%: n=87) residents are aware of the facility in Magnolia.
- Eight out of 10 (80%: n=28) businesses in Magnolia are aware of the treatment plant.
- 40% (n=14) of businesses surveyed in Renton are aware of the wastewater treatment plant. Increase from 11% in 2002.

# Wastewater Treatment Plant Awareness and Opinions

*From what you know, is the wastewater treatment plant owned and operated by a private company, or a public agency? (q6)*



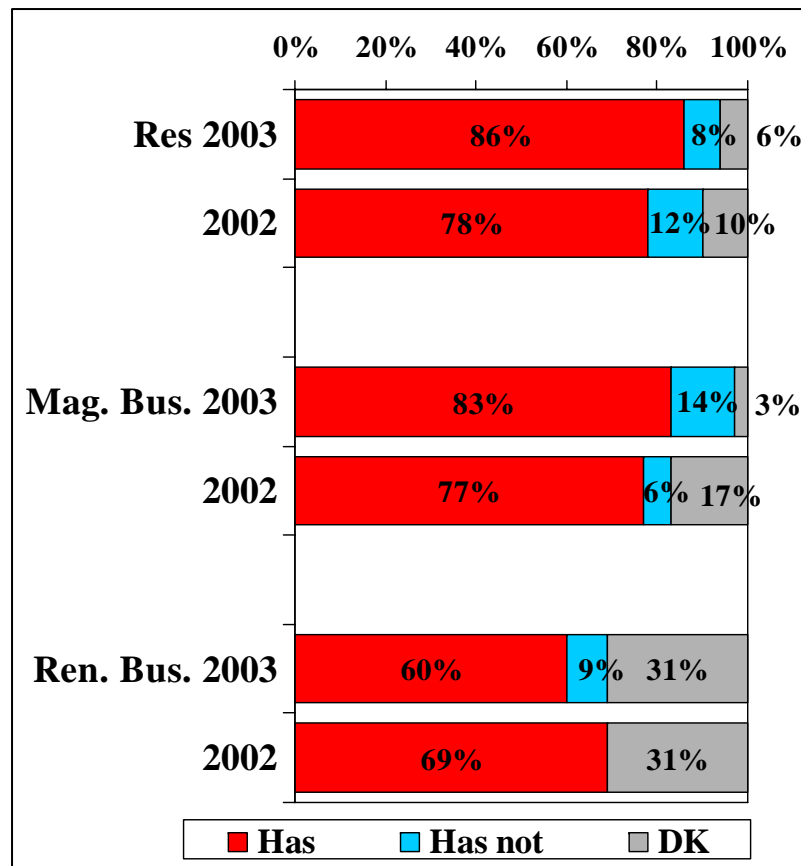
➤ Magnolia businesses and residents are also more aware about the *ownership and operation* of the plant.

- 83% of the residents (n=72), and 88% of the businesses (n=23) who are aware of the facility in Magnolia think that the plant is owned and operated by a public agency.
- 71% of Renton businesses who are aware of the facility (n=10) can correctly identify the plant as a facility that is owned and operated by public agency.

# Wastewater Treatment Plant

## Awareness and Opinions

*As you may know, King County's Department of Natural Resources and Parks, operates a waste water treatment plant in Renton/Magnolia. Generally speaking do you feel the treatment plant has been or has not been a good neighbor? (q7)*



➤ *The Balanced Scorecard measurement:* In each population surveyed, a strong majority of respondents feel the treatment plants have been *a good neighbor*.

- 86% (n=80) of Magnolia residents, 83% (n=27) of Magnolia businesses, and 60% (n=24) of Renton businesses feel the treatment plant has been a good neighbor.

# Wastewater Treatment Plant

## Awareness and Opinions: Magnolia Residents

*What are the top one or two reasons you think King County has or has not been a good neighbor? (q8)*

<b><u>Has been a good neighbor:</u></b>	<b>(n)</b>	<b>(n)</b>
	<b>2002</b>	<b>2003</b>
1. Unobtrusive, minimal effects	29	28
2. Hidden from sight	-	16
3. Responsive to community concerns	-	12
4. Maintains proper standards	8	5
5. No smell	4	5
6. No traffic problems	5	4
<b><u>Not been a good neighbor: (n) (n)</u></b>	<b>2002</b>	<b>2003</b>
1. Odor is a problem/it smells	12	5
2. Trucking issues	3	3
3. Pollution	-	2
4. Concern for parks	2	
5. Mismanaged/resources	2	
6. Neighborhood congestion	2	

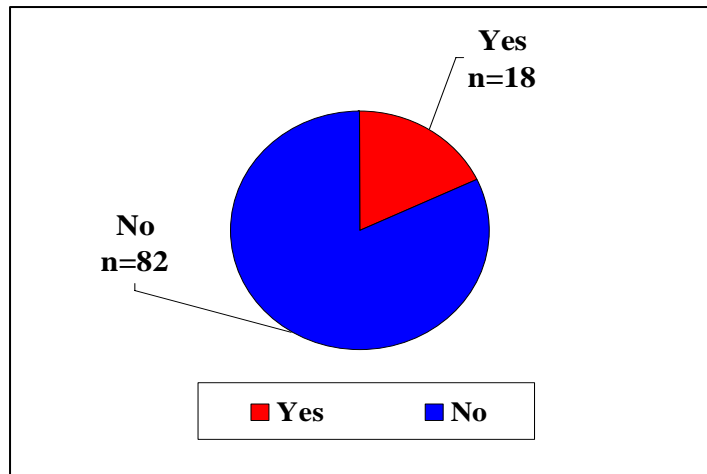
- The most common reason Magnolia residents say that King County has been a good neighbor is the *lack of any noticeable negative impacts* (n=28).

*\*The numbers in the chart reflect the number of respondents, not the percentage.*

# Wastewater Treatment Plant

## Awareness and Opinions: Magnolia Residents

Knowing that there is a wastewater plant in your area, have you experienced any impacts that could be a result of the wastewater facility? (q9)



### What impacts have you experienced?: (n)

1. Bad smell	7
2. Trucking issues	6
3. Pollution	4

*\*The numbers in the chart reflect the number of respondents, not the percentage.*

New questions in 2003:

- Four out of five (n=82) residents say they *experience no impacts*.
  - One out of five (n=18) Magnolia residents say they experience some impacts that could be the result of the wastewater facility.
  - 7 residents experience a bad smell, 6 state the truck traffic, and 4 say pollution.



# Wastewater Treatment Plant

## Awareness and Opinions: Magnolia Businesses

*What are the top one or two reasons you think King County has or has not been a good neighbor? (q8)*

<b><u>Has been a good neighbor:</u></b>	<b><u>(n)</u></b>	<b><u>(n)</u></b>
	2002	2003
1. <b>No troubles/unobtrusive</b>	5	18
2. Hidden from sight	-	3
3. Responsive to concerns	-	2
4. Maintains proper standards	-	2
<b><u>Not been a good neighbor:</u></b>	<b><u>(n)</u></b>	<b><u>(n)</u></b>
	2002	2003
1. Odor is strong	1	4
2. Increased traffic	-	1
3. Should relocate	-	2

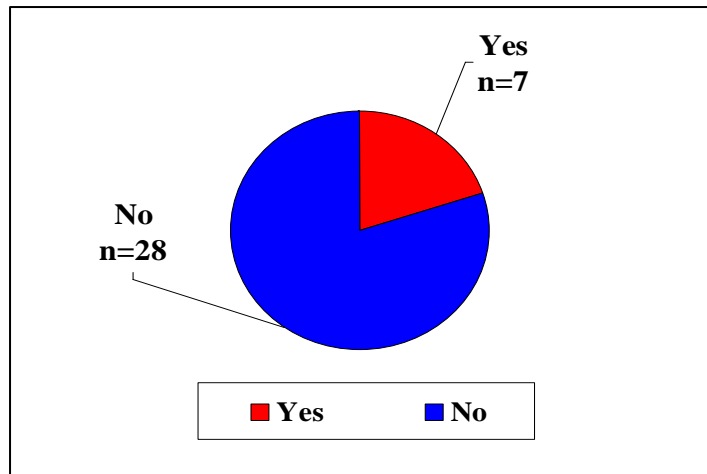
*\*The numbers in the chart reflect the “n” size (number of businesses out of 35), not the percentage.*

- As with residents, the top response Magnolia businesses give for why KC has been a good neighbor is the *lack of any noticeable impacts* (n=18).
  - 4 businesses say King County has not been a good neighbor because the *odor is strong*. However, considering the small sample size, this is only four out of the 35 businesses surveyed.

# Wastewater Treatment Plant

## Awareness and Opinions: Magnolia Businesses

*Knowing that there is a wastewater plant in your area, have you experienced any impacts that could be a result of the wastewater facility? (q9)*



### **What impacts have you experienced?: (n)**

1. Trucking issues	4
2. Bad smell	3

*\*The numbers in the chart reflect the number of respondents, not the percentage.*

### New questions in 2003:

- As with residents, four out of five (n=28) businesses say they *do not experience any noticeable impacts*.
  - Seven (n=7) of the Magnolia businesses say they experience some impacts that could be the result of the wastewater facility.
  - 3 of the businesses experience a bad smell and 4 state the truck traffic.

# Wastewater Treatment Plant

## Awareness and Opinions: Renton Businesses

*What are the top one or two reasons you think King County has or has not been a good neighbor? (q8)*

<u>Has been a good neighbor (n)</u>	<u>(n)</u>	<u>(n)</u>
	2002	2003
1. No troubles	11	16
2. Hidden from sight	-	3
3. Responsive to concerns	-	2
4. Maintains proper standards	-	2
5. No noise	1	
<u>Has not been a good neighbor (n)</u>	<u>(n)</u>	<u>(n)</u>
1. Bad odor	-	4
2. Should relocate	-	2
3. Causes increased traffic	-	1
4. Trucking in other towns' waste	-	1

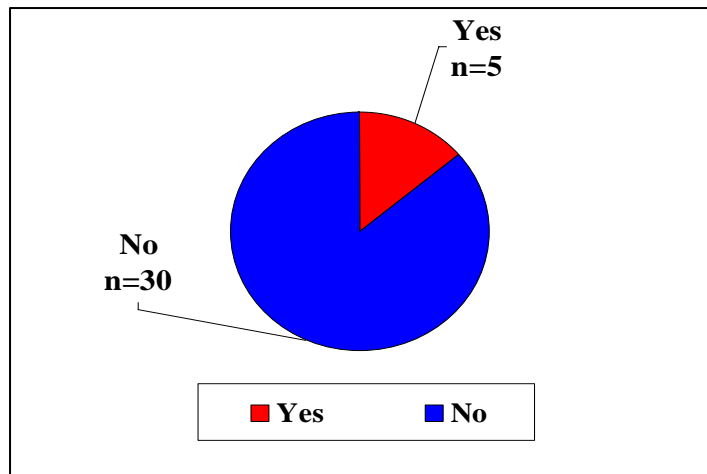
*\*The numbers in the chart reflect the number of businesses, not the percentage.*

- 19 of 35 Renton businesses say *no noticeable impact* (16 “no trouble” and 3 “hidden from sight”) is the reason King County has been a good neighbor.
  - Four (n=4) said King County has been a bad neighbor because of “bad odor.”

# Wastewater Treatment Plant

## Awareness and Opinions: Renton Businesses

Knowing that there is a wastewater plant in your area, have you experienced any impacts that could be a result of the wastewater facility? (q9)



### What impacts have you experienced?: (n)

1. Bad smell	3
2. Loss of business	1
3. Rates are too high	1

*\*The numbers in the chart reflect the number of businesses, not the percentage.*

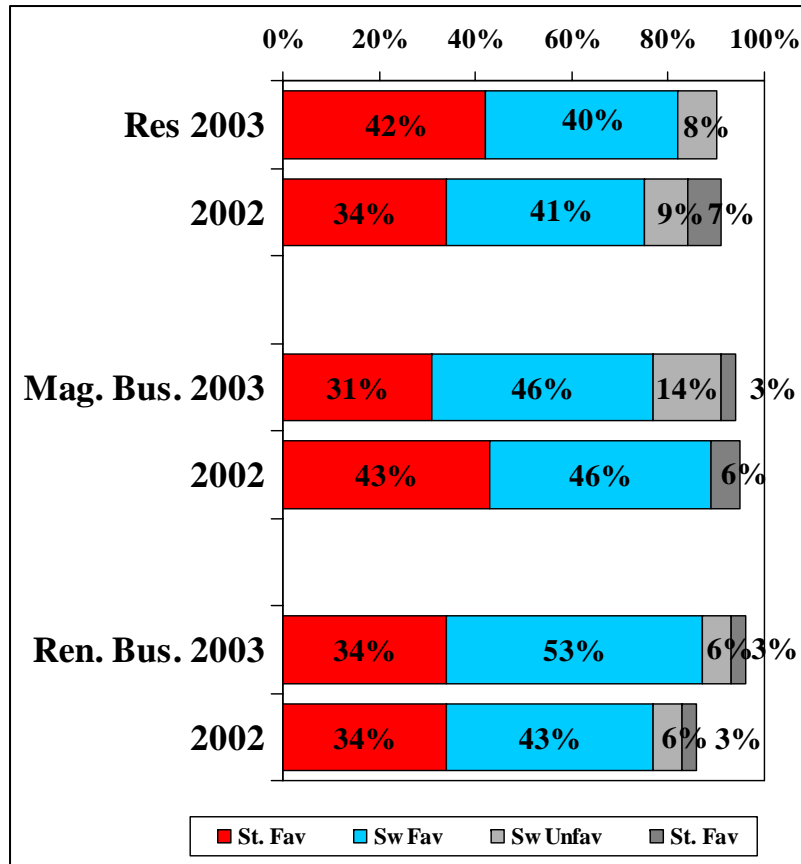
## New questions in 2003

- More than four out of five (30 of 35) of Renton businesses say they experience *no impacts from the facility*.
- Five Renton businesses say they experience some impacts that could be the result of the wastewater facility.
- Three of the businesses experience a bad smell, and one states a loss of business.

# Wastewater Treatment Plant

## Awareness and Opinions

*The wastewater treatment plant in Renton/Magnolia is used to protect public health and the environment by treating the region's wastewater. Given what you have just heard, do you have a strongly favorable, somewhat favorable, somewhat unfavorable, or strongly unfavorable opinion of King County's Waste Water Treatment Plant? (q11)*



➤ Among all three populations surveyed, informed opinions of King County's wastewater treatment plant are *favorable*.

- Magnolia residents: 82% Fav (75% in 2002)
- Magnolia businesses: 77% Fav (79% in 2002)
- Renton businesses: 87% Fav (77% in 2002)

# Wastewater Treatment Plant

## Performance and Priorities: Magnolia Residents

*I'm going to read you a list of things that King County waste water treatment plant is doing to be a better neighbor in Magnolia. For each of the following items, please tell me how high a priority that item should be for the waste water treatment plant. (q18-q23)*

<u>Priority</u>	<u>2002</u>	<u>2003</u>
<b>1. Explore methods of odor control</b>	<b>3.90</b>	<b>3.92</b>
<b>2. Respond to complaints w/in 24 hrs</b>	<b>4.01</b>	<b>3.73</b>
3. 24-hour hotline	<b>3.15</b>	<b>3.36</b>
4. Reduce truck trips	<b>3.08</b>	<b>3.28</b>
5. Improve landscaping	<b>3.00</b>	<b>3.11</b>
6. Offer plant tours	<b>2.83</b>	<b>2.77</b>

*\*Scale: 1 to 5 where 1 means the lowest priority and 5 means the highest priority.*

- *The top two priorities for King County are respond to complaints within 24 hours and explore new methods of odor control.*
  - The lowest priority for King County is offering plant tours to the community.
  - These priorities are reflective of the priorities from last year's survey.

# Wastewater Treatment Plant Performance and Priorities: Magnolia Residents

*From what you know or have heard, please grade King County on each of the following elements as it relates to its waste water treatment plant in Magnolia.(q10-q17)*

<u>Performance</u>	<u>Average Grade</u>	
	2002	2003
1. Appearance/upkeep of facility	B+	A-
2. Acceptable business hours	B	A-
3. Minimizing facility's impacts	B	B+
4. Controlling noise from trucks	B	B+
5. Controlling odors from plant	B	B+
6. Minimizing impacts on traffic	B	B+
7. Listening/responding to complaints	C+	B
8. Keeping community informed	C+	B-

*\*Scale: A to F where A means excellent and F means failing.*

- Overall, King County received *above average performance ratings* from Magnolia residents in each area tested in the survey and *improved a half letter grade or more* in each area since last year.
  - The lowest ratings, yet still above average, came in the areas of *keeping the community informed* (B-) and *listening/responding to citizens' complaints* (B).
  - King County's strongest rating is in *appearance/upkeep of the facility* (A-), and *maintaining acceptable business hours* (A-).

# Wastewater Treatment Plant

## Performance and Priorities: Magnolia Businesses

*I'm going to read you a list of things that King County waste water treatment plant is doing to be a better neighbor in Magnolia. For each of the following items, please tell me how high a priority that item should be for the waste water treatment plant. (q18-q23)*

<b>Priority</b>	<b>2002</b>	<b>2003</b>
<b>1. Respond to complaints w/in 24 hrs</b>	<b>4.00</b>	<b>4.29</b>
<b>2. Explore methods of odor control</b>	<b>3.90</b>	<b>4.21</b>
3. Improve landscaping	2.66	3.66
4. 24-hour hotline	3.22	3.54
5. Reduce truck trips	3.24	3.30
6. Offer plant tours	2.85	2.77

*\*Scale: 1 to 5 where 1 means the lowest priority and 5 means the highest priority.*

- Similar to the resident survey, the *top two priorities* among Magnolia businesses are *responding to complaints within 24 hours* and *exploring new methods of odor control*.
  - The lowest priority for King County among Magnolia businesses is *offering plant tours to the community*.



# Wastewater Treatment Plant Performance and Priorities: Magnolia Businesses

*From what you know or have heard, please grade King County on each of the following elements as it relates to its waste water treatment plant in Magnolia.(q10-q17)*

<b>Performance</b>	<b>Average Grade</b>	
	<b>2002</b>	<b>2003</b>
1. Appearance/upkeep of facility	A-	B
2. Acceptable business hours	B+	B
3. Controlling odors from plant	B	B
4. Listening/responding to complaints	C+	B
5. Minimizing facility's impacts	B	B-
6. Controlling noise from trucks	B	B-
7. Minimizing impacts on traffic	B	B-
8. Keeping community informed	B	C+

*\*Scale: A to F where A means excellent and F means failing.*

- King County received *above average performance ratings* from Magnolia businesses in each area tested in the survey.
  - The lowest rating came in the area of *keeping the community informed (C+)*.
  - While some ratings have decreased since last year, because of the large margin of error these changes are not statistically significant.

# Wastewater Treatment Plant

## Performance and Priorities: Renton Businesses

*I'm going to read you a list of things that King County waste water treatment plant is doing to be a better neighbor in Magnolia. For each of the following items, please tell me how high a priority that item should be for the waste water treatment plant. (q18-q23)*

<b>Priority</b>	<b>2002</b>	<b>2003</b>
<b>1. Explore methods of odor control</b>	<b>4.31</b>	<b>4.15</b>
<b>2. Respond to complaints w/in 24 hrs</b>	<b>4.03</b>	<b>4.13</b>
3. 24-hour hotline	<b>4.06</b>	<b>3.36</b>
4. Reduce truck trips	<b>3.17</b>	<b>3.09</b>
5. Improve landscaping	<b>3.17</b>	<b>2.94</b>
6. Offer plant tours	<b>3.03</b>	<b>2.52</b>

*\*Scale: 1 to 5 where 1 means the lowest priority and 5 means the highest priority.*

- *As in last year's survey, the top priorities among Renton businesses are explore new methods of odor control, provide a 24-hour hotline, and respond to questions, concerns, or complaints within 24 hours.*

# Wastewater Treatment Plant Performance and Priorities: Renton Businesses

*From what you know or have heard, please grade King County on each of the following elements as it relates to its waste water treatment plant in Magnolia.*

<b>Performance</b>	<b>2002</b>	<b>2003</b>
1. Appearance/upkeep of facility	B+	B
2. Minimizing facility's impacts	B	B
3. Controlling noise from trucks	B	B
4. Acceptable business hours	B	B
5. Minimizing impacts on traffic	B	B
6. Listening/responding to complaints	B	B-
7. Controlling odors from plant	B-	B-
8. Keeping community informed	C+	C+

*\*Scale: A to F where A means excellent and F means failing.*

- King County received *above average performance ratings* from Renton businesses in each area tested in the survey.
  - The lowest rating came in the area of *keeping the community informed about issues that might affect them* (C+), which was the same in the 2002 survey.

# Wastewater Treatment Plant

## What can King County do to be a better neighbor for Magnolia residents?

*In addition to everything that you have heard, what are one or two things King County can do to be a better neighbor as it relates to the waste water treatment plant in your area?*

	<u>(n)</u>
<b>Nothing</b>	<b>21</b>
Reduce the smell/odor	11
Respond to complaints	9
Control the traffic	7
Improve landscaping	5
Provide more public information	5
Relocate	4
Avoid contaminating the area	3
Other	9
Don't know	26

- The *top response* for what King County can do to be a better neighbor was *nothing* (n=21).
- *Reducing the smell/odor* (n=11) and *responding to complaints* (n=9) are the most popular suggestions among Magnolia residents.

# Wastewater Treatment Plant

## What can King County do to be a better neighbor for Magnolia businesses?

*In addition to everything that you have heard, what are one or two things King County can do to be a better neighbor as it relates to the waste water treatment plant in your area?*

	<u>(n)</u>
<b>Nothing</b>	<b>15</b>
Provide more public information	7
Control odor	3
Avoid contaminating the area	2
Respond to complaints	2
Relocate	2
Other	3
Don't know	1

- As with the residents, *the top response* from Magnolia businesses for what King County can do to be a better neighbor is *nothing* (n=15).
- The most frequent substantive suggestion is *to provide more public information* (n=7) and *control odor* (n=3).

# Wastewater Treatment Plant

## What can King County do to be a better neighbor for Renton businesses?

*In addition to everything that you have heard, what are one or two things King County can do to be a better neighbor as it relates to the waste water treatment plant in your area?*

	<u>(n)</u>
Nothing	13
Eliminate the odor	6
More public information	5
Improve hours of operation	1
Other	1
Don't know	9

- The most frequent substantive suggestion made by Renton businesses is to *eliminate the odor* (n=6) and *provide more public information* (n=5).

# Wastewater Treatment Plant

## Review of Findings

- In all three surveys, *a strong majority of respondents* say the King County wastewater treatment facility has been a good neighbor.
- Even after being informed of the treatment plant, *very few residents and businesses* say they experience any impacts from the facility.
- Respondents have an *overall favorable opinion* of King County's wastewater treatment facility in their area, with much of the sentiment falling in the *strongly favorable* category.
- The highest priority for all three populations are *to respond to citizens' complaints, questions, or concerns within 24 hours and to explore new methods of odor control*.
- King County's wastewater treatment facilities received *above average performance ratings* in each of the areas tested in the survey.